

In the Claims

1. (Currently Amended) A method of monitoring a business process of an entity associated with a service level management domain, the service level management domain includes a plurality of management layers, the method comprising steps of:

identifying a plurality of services a network provides for the entity in performance of the business process, the services being composed of a plurality of network components and the business process being composed of the plurality of services;

determining at least one value of a variable that indicates an operational characteristic of at least one of the plurality of services; and

monitoring the at least one value of the variable to monitor the business process.

~~determining one or more services upon which the business process depends;~~

~~determining one or more network components upon which the one or more services depend; and~~

~~monitoring the one or more network components.~~

2. (Currently Amended) The method of claim 1, further comprising a step of [[:]], determining component parameters for the ~~one or more~~ plurality of network components, and

wherein one or more of the component parameters is capable of being mapped into the variable ~~the monitoring of components comprises monitoring the component parameters.~~

3. (Currently Amended) The method of claim 2 [[1]], further comprising a step of [[:]], controlling selected ones of the plurality of network components to establish the ~~one or more~~ services.

4. (Currently Amended) The method of claim 2 [[1]], wherein software agents are utilized to monitor the ~~one or more~~ plurality of network components.

5. (Currently Amended) The method of claim 4, wherein the software agents monitor and control values of the component parameters.

6. (Currently Amended) The method ~~according to~~ of claim 4 [[3]], wherein the software agents receive one or more inputs and perform one or more actions based on the one or more inputs.

Claims 7 and 8 (Cancelled)

9. (Currently Amended) The method of claim 1 [[8]], further comprising a step of,[[:]] determining a service levels designating an acceptable ~~accepted~~ levels of the variable service parameters.

10. (Currently Amended) The method of claim 9, further comprising a step of, [[:]] comparing the variable service parameters to the service levels.

11. (Currently Amended) The method of claim 9, further comprising a step of,[[:]] incorporating in a service level agreement the service levels for the ~~one or more~~ services.

12. (Currently Amended) The method of claim 11, further comprising a step of [[:]] reporting whether the ~~one or more~~ service levels of the service level agreement is ~~are~~ satisfied for a designated time.

13. (Currently Amended) The method of claim 1, wherein each of the plurality of ~~one or more~~ network components are represented by one or more component parameters values stored at the ~~one or more~~ plurality of network components, and the monitoring step comprises a step of

accessing the values at the plurality of ~~one or more~~ network components using a management protocol.

Claims 14-18 (Cancelled)

19. (Currently Amended) A method of providing service level management, comprising steps of:

determining services required by a business process, the business process being composed of the services and the services being composed of a plurality of network components; and

determining service parameters marked by service levels for each service, each of the service parameters is a variable whose value is an index representative of an operational characteristic of an associated service provided by a network formed from the plurality of network components.

20. (Cancelled)

21. (Currently Amended) The method of claim 19 ~~20~~, further comprising a step of, [[:]] determining component parameters for each component.

22. (Currently Amended) The method of claim 21, further comprising steps of, [[:]] receiving a plurality of values for ~~mapping~~ the component parameters; and outputting a value of at least one ~~to the~~ service parameters.

23. (Currently Amended) The method of claim 22, further comprising a step of, [[:]] determining agents to monitor each of the component[[:s]] parameters.

24. (Currently Amended) The method of claim 23, further comprising a step of, [[:]] integrating management of the components with management of the services.

25. (Currently Amended) The method of claim 21, further comprising steps of, [[:]]
measuring component parameters, and
mapping the measured component parameters to the service parameters.
26. The method of claim 19, wherein the service parameters and service levels are provided in a service level agreement.
27. The method of claim 26, wherein the service parameters are measured for a designated time and compared to the service levels in the service level agreement.
- Claims 28 and 29 (Cancelled)